



EMERGENCY AND URGENT CARE

We hope you never need emergent or urgent care. But just in case you do, we want to make sure you have a plan. In case of a medical emergency, call 911 or go to the nearest Emergency Room. This is the one time we don't want you to call us first!

Emergencies are scary. Here are some questions to help you prepare for unexpected emergencies in advance. Your Personal Health Assistant can help you with the answers:

- Do you and your family members know how to print your Personal Health Record so that you can take a current list of medications, conditions and doctors with you?
- Do you know the business hours for your primary care physician and any specialists you see regularly?
- Do you know how to contact them after business hours?
- Where will you go if you or a family member needs urgent care?
- Do you know what in-network urgent care facilities are closest to your home, school or workplace?
- Is there someone you can designate to notify us for you in the event of a medical emergency, so that we can help you as soon as possible?
- Do you have advanced directives that tell your family members and your doctors about your wishes?
- Have you appointed someone to make decisions for you in the event that you are not able to make decisions for yourself?
- Have you given authorization to your doctors so that they can speak with family members or anyone else you designate if you are not able to speak for yourself?

TRAVELING OUTSIDE OUR SERVICE AREA

If you are traveling outside of our Utah service area and have a medical emergency, go to the nearest hospital emergency room. Call your Personal Health Assistant as soon as possible so that we can



help you make arrangements for any continued and follow up care you might need. If you are unable to call yourself, you can ask a family member or friend to notify us, and we will contact the provider taking care of you directly.

If you plan to travel outside of the country, call your Personal Health Assistant in advance and tell us about your plans. We will help you understand your coverage and make a plan to address any health needs you might have while you are away. If you need urgent or emergency care while traveling outside of the country, visit the nearest doctor or hospital. You may need to pay for treatment at the time of service and submit a claim to us for reimbursement. Call us as soon as possible, or have someone else call if you are unable to call yourself, so that we can help make arrangements for continued or follow up care.

If you seek non-urgent and non-emergent care while traveling outside of our service area, out of network benefits apply and you may be responsible for any charges above the maximum allowable amount. Call your Personal Health Assistant for more information and assistance before receiving care.